

**IMAC-QA Subcommittee
Meeting Agenda
Dane County Job Center
January 26, 2004
9:00am – 12:30pm**

- I. **Review meeting minutes from November meeting (attached)**

- II. **APE discussion (again) Refer to the Deloitte Consulting recommendation as part of the Milwaukee County business process review**

Deloitte recommendation

In Wisconsin, financial liability for penalties from FNS is shared between the State and those counties with error rates above the national tolerance level. Under the current approach, counties are only responsible for penalties associated with payment errors classified as Agency Preventable (APE). As such, in Milwaukee County there is effort expended to find ways to re-classify QC errors from APE to other categories (client caused, CARES, etc). The current arrangement is not conducive to error reduction. In our experience, it would be in both the State and the counties' interests to find ways to classify errors under the APE category, as that would indicate that there are things that can be done at the State or local level to prevent those errors in the future, thus enhancing error control.

Furthermore, this approach also holds local agencies harmless for client caused errors. While client error may be more difficult to control than agency error, there are typically actions that can be taken to reduce errors in this category. Given the prospect of additional penalties for FY04 and the magnitude of improvement necessary to avoid sanction status, Wisconsin and its counties cannot afford to significantly limit their error focus. The State should re-consider the current penalty arrangement as a way to address this situation.

This effort should include reaching out to other States that have "state supervised, county administered" Food Stamp programs to understand the approaches utilized in those jurisdictions. Additionally the input of the counties should be solicited through IMAC or other means. The objective of this effort should be to revise the current sanction distribution method to enhance local efforts to improve payment accuracy and minimize time spent on how to categorize errors.

- III. **Future agenda items**

Minutes for this meeting to be taken by: Jackie Bennett